



# Capitol Theatre Windsor

## Volunteer Usher Guidelines

### JOB DESCRIPTION

The Capitol Theatre constantly strives to maintain a friendly and welcoming atmosphere for our patrons while also making sure that their safety is a priority.

As a volunteer usher, you are an integral part of facilitating a smooth, safe and enjoyable experience for our patrons. You set the standard for behaviour, etiquette, and all things good about the experience.

A Capitol volunteer usher will be asked to work with other ushers to ensure a positive work environment and a positive experience for patrons, treat patrons, staff and other volunteers with courtesy and respect and present a professional appearance—a positive first and lasting impression for our patrons.

**Greeter** – Greet patrons at the doors as they come in, help direct people through the building, be at the doors to say goodbye to patrons as they leave.

**Ticket Taker** – Check tickets to ensure patrons are there for the correct event on the correct evening as they enter the theatre. Be at the theatre doors to say goodbye as patrons leave.

**Landing** – Be at the top of the landing inside the main theatre to direct patrons to the correct side and aisle based on where they are sitting. *Must have a strong knowledge of theatre layout.* Keep landing clean- no programs. Make sure everyone is in position.

**Main floor Usher** – Hand out programs and direct patrons to their seats prior to performance. Following performance pick up any programs or lost-and-found articles.

**Balcony Usher** – Hand out programs and direct patrons to their seats prior to performance. Following performance pick up any programs or lost-and-found articles. Make sure nothing goes on the railing.

**Concessions** – Sell food and beverages pre-concert and during intermission. Smart Serve required to serve alcohol.

**Patron Accessibility Escort** – Provide assistance for patrons with accessibility issues. This may include helping patrons up and down ramps and/or getting the theatre's wheelchair for patrons who need it.

You may be assigned to any one of the above duties upon your arrival at the theatre so all ushers must be physically capable of fulfilling any of the above mentioned duties.

- **Call-Time:** Please arrive prepared for your shift at least one hour prior to curtain time, unless you are given other directions. Please make every effort to be on time. If you are late, we cannot guarantee your position as usher or entry to the performance that evening. Upon arrival, please check in at the concession lounge and wait for the House Manager assigned that evening to your respective theatre who will assign your evenings duties, and likewise, notify the House Manager should you need to leave for any reason.
- **Usher Dress:** Accepted dress is white on black. This includes a white blouse or shirt with black jacket or cardigan, black pants or skirt, black shoes, black socks or stockings. Open-toe shoes are prohibited.
- **Usher Seating:** Under most circumstances we will be able to seat you in the performance for which you are volunteering in designated seats. Ushers may not sit in seats not designated even if they appear empty. Please note: Saturday evening seating is limited and we may not be able to seat ushers inside the theatre for those performances.  
**If you remain in the theatre for a performance absolutely no talking is allowed.**
- **Scheduling:** Under normal circumstances we will schedule two- to three-weeks in advance of concert weekends.
- **Schedule Changes:** If something happens that affects your schedule after you have committed to working a concert, please contact Gayle Allen right away. Ushers with repeated no-call/no-shows will not be invited back.
- **Alcohol:** While on duty as a Volunteer Usher you are required to refrain from consuming any alcoholic beverages. Ushers are not permitted to serve or pour alcohol without Smart Serve.
- **Off-Limits Areas:** Please remain out of the green room, backstage, administrative office or under the stage area unless directed by a Capitol staff member to do so.

### **KEY RESPONSIBILITIES:**

- To provide a welcoming atmosphere
- To deal effectively with customer problems and enquiries
- To assist in ensuring the safety and comfort of members of the public and staff
- To adhere to all Fire, Health & Safety Procedures to minimize the risk of injury and accidents
- Reports emergency situations and assists the management staff in handling them
- Enforce theatre rules and regulations
- Control admission into theatres

### **Before performances:**

- Attend usher meetings
- Stuff playbills
- Be at your station when lobby doors open
- Offer assistance to anyone asking for help
- Read & tear tickets

- Pass out programs and greet patrons as they enter the theatre lobby
- Direct patrons to their seats within the theatre
- Provide wheelchair escort upon patron request

**During performances:**

- Enforce latecomer seating policy
- Be available to any patron who leaves his/her seat during the performance
- Notify the Front of House Manager if
  - any patron needs assistance or has a medical emergency
  - any patron uses a cell phone, pager, camera or recording devices
  - there is interruptive or disruptive behaviour

**Intermissions:**

- Return to your post.
- Offer assistance and directions to patrons as requested.

**After performances:**

- Dismiss patrons
- Walk your assigned area or any areas that need attention for program books and lost articles once theatre has emptied
- Check out with the Front of House Manager informing him/her of any maintenance/ custodial needs, lost and found items or patron concerns that have not been reported

**Emergency Procedure:**

- In the event of an emergency evacuation, an announcement will instruct the audience to move to the nearest exit.
- Take your emergency station and assist patrons to leave the theatre safely and quickly

**Theatre rules and regulations:**

- Smoking is not allowed inside the theatre or directly in front of the entrance to the theatre
- Food and drink are prohibited from entering theatres unless directed otherwise
- Recording equipment and flash photography are prohibited unless directed otherwise